



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

August 9, 2013

TO: ALL OFFERORS

FROM: MICHAEL BACU
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: **ADDENDUM TO REQUEST FOR PROPOSAL
CONTRACT NO. GSS13695-TIME_LABOR
Time and Attendance Management Solution**

ADDENDUM #1

This Addendum is issued to answer vendor questions and provide greater contract detail regarding the referenced Request for Proposal. All other terms and conditions remain the same.

Q1. *Please clarify whether the proposed solution should be COTS or can be Application Development?*

Answer- Only COTS

Q2. Attachment 12, Item K, Page 47
Financial Information (balance sheets and income statements) for past three years

It is corporate policy to not provide any financial information without first having a mutually executed non-disclosure agreement in place. Is the State amenable to completing this document with our company in order to receive the financial information listed under Item k?

Answer- Please note section IV.B.11, *Confidentiality of Documents*, and the protections for Confidential and Proprietary Information. If unable to submit requirements of the RFP, identify this as an exception in Attachment 3, and it can be addressed on an individual basis during the evaluation process.

Q3 Attachment 12, Item R, Page 47
One (1) completed OSD application (see link on Attachment 10) – if applicable

What is the criteria for this document to make it applicable?

Answer- Submission of a completed Office of Supplier Diversity (OSD) application is not a requirement in your proposal. The criteria to make the document applicable, but still not

required, is if the bidding firm is at least 51% owned and actively managed by a person or persons who are eligible: minorities, women, veterans, and/or service disable veterans. Any one or all of these categories may apply to a 51% owner. This document is provided within the solicitation as a convenience to a bidder as well as to make the certification opportunities known to the community at the time of bid submission.

- Q4.** Section 2, Scope of Services, Paragraph 5, Organization Statistics, Page 3
The chart, "Current Organization Statistics"

Of the approximately 9,130 employees in the initial implementation who will be utilizing the system, how many of these will have supervisory tasks such as approving time? Is this the same breakdown for a mobile application?

Answer-

- **Delaware Veterans Home** currently holds 30 Managers Licenses for approving time. If we have mobile application it would be reduced to 10.
- **Department of Correction** will have all supervisory personnel and timekeepers utilizing the system, approximately 220 individuals; this would be the same with any application.
- **Delaware Health and Social Services** assumes that we will bring all employees~5,000 Merit, Exempt and Seasonal employees into the new system upon initial implementation. Of those roughly 500 have supervisor of management roles and will be approving time. The approval role would be similar for any of the chosen applications.
- **Department of Services for Children, Youth and Their Families:** approximately one third of our 1200 employees (400) at DSCYF would be involved in approving time.
- **Family Court** has approximately 85 total approvers (currently 40 supervisors, 10 administrative management, and 33 judicial officers).
- **Department of Technology and Information** has 59 managers.

- Q5** Section 2, Scope of Services, Paragraph 5, Organization Statistics, Page 3
The chart, "Current Organization Statistics"

Does each local chapter of the noted unions (AFSCME, UNUFCW) have separate governing pay policies? If so, can you estimate how similar those policies are? Is the Department of State – Veteran's Home governed by one pay policy? Is the Department of Technology & Information governed by one policy?

Answer-

1. No
2. N/A
3. No
4. No

- Q6.** Section 2, Scope of Services, Paragraph 5, Organization Statistics, Page 3
The chart, "TCD Future Needs"

Do you anticipate requiring the same number of devices as you have today? Can you provide a list that details the number of locations and approximate number of employees per location? Can you also provide details around which badge technology a given location is using today, and if you require to continue using that badge technology in new devices?

Answer-

1. Number listed on RFP with 10% variance

2. Please see attachment 13695-AD1 Responses (Q6 tab)
3. Pilot Organization responses:
 - **Delaware Veterans Home** uses biometrics and wishes to continue with biometrics.
 - **Department of Correction** uses swipe badge technology only in our administration building and only for security.
 - **Delaware Health and Social Services** Currently all DHSS locations with TCDs are using badges with optical bar codes. If same badges could be used in the new system (without having to change barcode numbers), that would make transition easier and cheaper. Ability to use proximity cards for badging in the new system would allow use of a single technology for both TCDs and Security Access systems, but cost of proximity cards would be a factor for locations not currently using Security Access systems.
 - **Department of Services for Children, Youth and Their Families** All of our cards use proximity technology. The primary access control application is Honeywell Prowatch. Some small remotes sites (such as University Plaza) use Delcolo (?)
 - **Family Court** N/A – will not be using TCDs.
 - **Department of Technology and Information** N/A – will not be using TCDs.

Q7. Section 2, Scope of Services, Paragraph 6, Statewide Implementation (2nd Phase) duration 18-24 months, Page 4, The chart, “Current Organization Statistics”

Please confirm the total of additional employees is about 47,257 for Phase 2, who will be using the time and attendance system either as an end user who is punching in/out, using employee self-service features (leave request, check balance, check schedule, check timecard, etc.), time approver, or payroll/HR/admin? Can you estimate the number of managers/time approvers for phase 2?

Answer-

1. 47,257 is the total employees in Phase 2 and they are in addition to the 9130 total employees in Phase 1
2. **End User** - All State employees will have access to (Leave & Absence) submit a leave request and check their balance. Some departments (just as we have seen with our PSoft T&L implementation) may choose to limit Self Service access to Time & Attendance
3. **Phase 2 estimates for:**
 - a. **Timekeepers**** = approximately 2400 **interpreted as timekeeper, since below question also asked for time approvers – Phase 2 Timekeeper estimate was calculated based upon the current count of PSoft T&L Timekeepers needed for the current employees being supported with T&L $(47257 * .05) =$ approximately 2362
 - b. **Payroll/HR/admin** = approximately 370 **Count of distinct PSoft Users having roles like HR, PR, TL, LA Update/Correction/Central/Admin rights)
 - c. **Managers/Time Approvers** = approximately 10,000 manager/time approversA gross estimate based on existing applications having automated approval would be 1 approver for each 5 employees $(47257 * .2)$

Q8. Section 2, Scope of Services, Paragraph 6, Statewide Implementation (2nd Phase) duration 18-24 months, Page 4, The chart, “Current Organization Statistics”

Does each local chapter of the noted unions (Teamsters, AFSCME) have separate governing pay policies? If so, can you estimate how similar those policies are? Do each of the following unions follow separate pay policies: Communications Workers of America, FO Police, DE State Troopers Association, DE State Education Association,

American Association of University Professors, The Federation, DE Association of School Administrators, United Auto?

Answer –

1. No
2. N/A
3. Yes. While there are separate bargaining agreements, we are not able to provide them at this time.
 - a. Communication Workers of America
 - i. State of Delaware 911 Dispatchers
 - ii. State of Delaware DSHS Civilian Employees
 - b. DE State Troopers Association
 - i. State of Delaware DSHS
 - c. Schools: Schools have pay policies that differ from Merit/Merit Comparable and from district to district. Since the focus is on Initial Phase, we are not able to provide the collective bargaining agreements for Schools at this time.

- Q9.** Section 2, Scope of Services, Paragraph 6, Statewide Implementation (2nd Phase) duration 18-24 months, Page 4, The chart, “TCD Future Needs”

Do you anticipate requiring the same number of devices as you have today? Can you provide a list that details the number of locations and approximate number of employees per location? Can you also provide details around which badge technology a given location is using today, and if you require to continue using that badge technology in new devices?

Answer-

1. Focus in on Initial Phase. We do not have this information.
2. Please see attachment 13695-AD2 Responses (Q9 tab)
3. Unknown for the Phase 2 organizations. We anticipate some organizations may want to use their existing badge technology.

- Q10.** Section 2, Scope of Services, Paragraph 5, Organization Statistics, Page 3, The chart, “Current Organization Statistics”

Can you please be specific and/or provide examples of the advanced scheduling needs?

Answer- See Appendix A – Functional Requirements – Section 4.1 – Work Schedules

- Q11.** Section 3, Required Information, C, Technical Requirements of Proposed Solution 4, B, Page 11, If the solution will not be hosted in a State of Delaware Data Center, the following are applicable

Please confirm that you are seeking a SaaS (vendor hosted) solution.

Answer- We want a quote for both Hosted and SaaS(Cloud).

- Q12.** Appendix A, Section 1, General Requirements, Paragraph 1.1.1 –Time Collection Device, Page 7

System supports access by and data entry from: biometric (fingerprint), magnetic strip, bar code, existing security access cards, personal computer (kiosk with printer), PDA, PALM, Wireless devices, RIM devices, Web Punch, Web Punch with touch screen, Windows applications, Windows app with touch screen. Device must be visually impaired compliant (section 508

government website accessibility guidelines). Optional - Identity authentication (facial and fingerprint) via third party source (i.e. Department of Transportation).

Do you anticipate requiring an IVR (interactive voice response), i.e. phone system for employees to punch in/out, check balances, schedules, etc., as an alternative to devices, mobile, and web punch?

Answer- Yes, possibly for visually impaired compliance.

Q13. Appendix A, Section 1, General Requirements, Paragraph 1.1.10 – TL/TCD Interface, Page 8,

System supports a full two-way interface of needed data (batch and real-time) from and to Oracle PeopleSoft Enterprise Human Capital Management and Financials; other Third Party applications (i.e. DTI's Planview PPS).

Can you provide clarification on the other applications and types of data you require interfacing with?

Answer-

1. Initial Phase: DTI Planview PPS – project management data
2. Initial Phase: DelDOT Maximo – time and attendance data. This is all we know of now since the focus is on Initial Phase.

Q14. Appendix A, Section 1, General Requirements, Paragraph 1.1.11 – Business Rule Compliance, Page 8

System supports Business rules that are compliant with federal and state legislated policies and laws (to include, but not limited to: HIPAA, State Wage Laws, Merit Rules, Delaware Code, FLSA, FMLA - regular, intermittent, multiple on-going instances, K-12 (10 month), and military, etc.).

What are the requirements around HIPAA – data security, document management, business rules? Do you require FMLA case management – the ability to create and manage FMLA cases which includes Department of Labor FMLA documents and workflows?

Answer-

1. HIPAA - Security will need to ensure that only authorized End Users would have access to employee data, documents or reports. HIPAA protected data should only be accessible to authorized users.
2. No FMLA case management is required.

Q15. Appendix A, Section 1, General Requirements, Paragraph 1.3.1.3 – Workflow Approval Rules, Page 9

System provides the ability to define the rules for multiple organizational levels of approvers who will take action (i.e. approve, deny, pushback, hold, etc.) on transactions based on specified variables

Do you require multiple level approvals for both timecard approval and leave request approval?

Answer- Yes, both time and leave may require multi levels of approval; will vary by organization

- Q16.** Appendix A, Section 1, General Requirements, Paragraph 1.3.7.3 – Electronic Signature, Page 9, System provides the ability to include electronic signatures (from third-party interface) in the approval process for internal assurances and for external auditors.

Is having a userID on the approval and audit trails sufficient, visible through the front end screens?

Answer- Userid on audit trails and visible on screen is a must have. Electronic signature is a “nice to have”, not a “must have”

- Q17.** Appendix A, Section 1, General Requirements, Paragraph 1.3.8 – Workflow Monitoring, Page 10

System provides workflow monitoring tools that support the manual viewing and updating of workflow statuses as well as scheduling of processes to identify specified conditions (i.e. no action taken on workflow notification).

What types of workflows do you envision requiring manual updates to statuses? What do you mean by scheduling of processes – what types of processes – daily interfaces, job schedules (running calculation engine, generating holidays, etc.)?

Answer- For pending workflow approvals that are delaying the ability to pay an employee, allow the manual override by an authorized person to approve the transaction or place it in another approvers queue. Ability to schedule a process that will send configurable “pending workflow” notifications to those who can override or reassign the pending approval.

- Q18.** Appendix A, Section 2, Person/Job Information, Paragraph 2.3 – Multiple Jobs, Page 13

System must support rules and processing for multiple Job employees (as identified) in all areas to include, but not limited to: Security, Workflow, Reporting, Time and Attendance, Leave and Absences, Labor Distribution.

Do you require the use of the job in the workflow itself, or is this a clarification that multiple job employees can be included in workflows for timecard and leave request approval, for example?

Answer- Yes. Multiple job employees may be in multiple organizations, thus requiring that rules support the organization (Job) differentiation for security, workflow, reporting, time & attendance, leave & absence, and labor distribution rules and configuration.

- Q19.** Appendix A, Section 2, Person/Job Information, Paragraph 2.4.1 – Job Actions Page 13

Recognize PHRST job actions (i.e. transfers in/across departments, rehires, etc.) taking same action within the system by updating/transferring data to new Dept, sending workflow notification and then allowing additional data changes.

Do you want notifications that certain personnel events have happened? Or is it sufficient that the system is able to accommodate similar personnel updates as the source system?

Answer- Both, system must accommodate same personnel update, but also must alert organization, so that they can take further action when needed.

- Q20.** Appendix A, Section 2, Person/Job Information, Paragraph 2.4.2 – TCD to Non-TCD Transfer, Page 13

Recognize PHRST job transfer from TCD to any non-TCD department taking similar action as terminated employee, sending workflow notification and allowing for ongoing TCD reporting access.

Do you want a notification if an employee transfers to a specific type of department, either via a device or possibly through other time collection methods? Or, is it sufficient that an on-screen exception make it clear to the supervisor or anyone else reviewing the timecard that a transfer occurred?

Answer- Yes, we want both a notification and an on-screen exception.

- Q21** Appendix A, Section 4, Time and Attendance, Paragraph 4.1.3 – Scheduling Tool, Page 16

System provides scheduling tool that allows supervisors to see online and/or by report all aspects of scheduling and accommodates complicated scheduling patterns (e.g. 24/7 facilities, 28-day and rotating schedules, 8/80 rule for medical staff, etc.). This tool also need to allow for the creation of overtime lists based on specific criteria (e.g. seniority, last refused, last worked, etc.).

Are you looking for an overtime offer / overtime equalization tool – the ability to make offers to specific groups of employees based on qualification and ranked by seniority, etc.? This is a separate process that is tied to scheduling.

Answer- Yes, overtime equalization tool

- Q22.** Appendix A, Section 4, Time and Attendance, Paragraph 4.4.3.2– Calculate Prior Period Adjustment, Page 19

System recalculates time and attendances for prior pay period adjustments and sends correct information/updates leave balances accordingly.

How many prior periods do you require?

Answer- Anything that impacts pay can be adjusted back to the beginning of the current Calendar Year. For any non-pay impact adjustment types (i.e. change from one leave type to another), they can go back indefinitely.

- Q23.** Appendix A, Section 5, Leave Management, Paragraph 5.3.4– Unplanned Absences, Page 21

System provides the ability to track unplanned employee absences, including the date/time stamp when the employee completed the absence request.

Typically unplanned absences are not requested through the leave request process and are entered directly onto the timecard by the manager (or possibly by the employee). Do you require employees to enter unplanned absences (sick, family emergency, etc.) retroactively via the leave request process or directly onto an employee timecard?

Answer- Yes. This could be entered by an employee or the manager.

Q24. Appendix A, Section 6, Payroll Processing, Page 23, General question pertaining to section

How many unique pay period cycles do you have? (i.e., weekly, bi-weekly, semi-monthly, monthly)

Answer- Only Bi-weekly

Q25. Appendix A, Section 7, Technical, Paragraph 7.1.1 – Single Sign On, Page 24

What type of single sign-on do you require – do you have an identity provider that utilizes the SAML 2.0 protocol, or are you looking to integrate with LDAP? And is the single sign-on solution across the entire State for all employees?

Answer- We are using Oracle Identity Access Management 11gR2 for all State employees.

Q26. Appendix A, Section 7, Technical, Paragraph 7.1.5 – Single Sign On, Page 24

System supports access by: personal computer (kiosk with printer), PDA, PALM, Wireless devices, Windows applications. System must be visually impaired compliant (section 508 government website accessibility guidelines).

Can you detail out the types of Windows devices and applications you would require access by?

Answer-

- Windows based applications:
Self service time recording using the browser applications like Internet Explorer/Firefox/AOL/Safari
- PDA (Portable Devices like web enabled smart phone devices and tablets):
This may require mobile Apps (Apple IOS/Windows/Android apps) depending on employee smart phone or the employee may access the self service using the browser apps on the smart phone/tablet.
- Telephony (Interactive Voice response system):
Employees can dial in and follow the automated voice response to record their time while they are off-premises.

Q27. Section II, Scope of Services, Initial Implementation, Page 2

While the long term plan is to implement statewide, as a first step the State intends to address the needs of the six organizations listed below. Most of these organizations have a critical need to replace existing time collection device systems. This initial implementation is targeted to begin Early 2014 with duration of 5-8 months....

The suggested timeframe for the implementation and go live of phase 1 is very aggressive based on our experience.

In order to achieve this goal following will be required:

- ***No black-out periods for development or deployment for the initial Departments highlighted***

- **All installations of the hardware whether SaaS or internal based to be completed before the Assessment Initial Phases completed**
- **All design approvals must happen in timely manner – e.g. 24hrs for review, 24hrs for changes, 24 hrs for acceptance – 72hrs in total**
- **All internal resources that have been denoted to be part of this phase must have this project as their top priority.**
- **Flexibility to work remotely to allow for extended hours when necessary**

Answer-

1. Plan is to have no black-out periods, except weather-related and State holidays.
2. It is normally our practice to have the hardware ready in time for system installation and configuration.
3. Our practice is to have all design approval completed between 3-7 business days.
4. Our practice is to have dedicated project team.
5. With proper terms, conditions, project sponsor approval and prior approval from State Project Manager, remote access can be granted.

Q28. Section III, Required Information, C. Technical Requirements of Proposed Solution, Page 8

a) If the solution will be hosted in a State of Delaware Data Center, the following are applicable:...

b) If the solution will not be hosted in a State of Delaware Data Center, the following are applicable:...

If a vendor offers both hosting options, does the State have a preference to have the system hosted in a State of Delaware Data Center or have the system hosted by the vendor?

Also, should vendors focus their responses around a solution that is hosted in a State of Delaware Data Center or hosted by the vendor?

Answer- We are asking for estimates for both solutions and will make our decision based on multiple variables including DTI Architecture Review Board (ARB) approval.

Q29. Appendix A, Functional Requirements, Requirement 6.1.1, 6.0, Payroll Processing

System provides for the ability to schedule per pay calendar or request on-demand processing and reporting of TL/TCD data to PHRST Payroll.

Is this requirement for pay period end processing? Is the intention to send data to PS TL or to PS payroll?

Answer- For pay period end processing per PS Payroll Pay Calendar (bi-weekly) with ability for on-demand based on pay period end. Data to be sent directly to PS Payroll for North America.

Q30. Appendix A, Functional Requirements, Requirement 6.1.6, 6.0 Payroll Processing

System provides the ability to collect and send entered/calculated compensation by TRC/Earnings Code for each Employee/Job per pay period with Labor Distribution.

Can you provide more information surrounding the business need for this requirement?

Answer- Data will be sent to PS Payroll in the form of a Paysheet/Payline transaction which consists of Earnings by Earnings Code for each Employee/Job that is distributed across single or multiple Labor Distribution lines.

Q31. Appendix A, Functional Requirements, Requirement 7.1.4, 7.0 Technical

Internet Explorer 7 on Microsoft Windows XP* or higher, Mozilla Firefox 3x on Windows XP* or higher, UNIX, Linux, and Mac OS X ,Apple Safari 2.0.4 on Mac OS X

Are these the client side requirements?

Answer- Yes

Q32. II Scope of Services, Organizational Statistics, Page 3

Dept. of Health and Social Services states the TCD Future Needs are 46 TCDs

Does the State of Delaware have a preference for the devices besides web-based timesheets? Bar code? Biometric?, etc.?

Answer - Ability to use either barcodes, or proximity cards for badging would be an advantage. Having a biometric capability would be desirable, but extra cost would be an issue.

Q33. II Scope of Services, Organizational Statistics, Page 3

Dept. of Services for Children, Youth, and Their Families states the TCD Future Needs are 9 TCDs

Does the State of Delaware have a preference for the devices besides web-based timesheets? Bar code? Biometric? etc.?

Answer - No, we have no qualitative requirements and look for the recommendations of the vendor based on experience with the systems proposed.

Q34. II Scope of Services, Organizational Statistics, Page 3

Dept. of State – Veterans Home states the TCD Future Needs are 6 TCDs

Does the State of Delaware have a preference for the devices besides web-based timesheets? Bar code? Biometric?, etc.?

Is it the intent to replace the current KRONOS solution with the selected vendor's solution?

1. Delaware Veterans Home prefers biometrics.
2. Yes, it is the intent to replace existing solution.

Q35. II Scope of Services, Organizational Statistics, Page 3

Dept. of Technology Information states the TCD Future Needs are YES?

Does the State of Delaware have a preference for the devices besides web-based timesheets? Bar code? Biometric?, etc.?

Does the State of Delaware have an idea of the number of TCD's required for this group?

Answer – DTI will use web-based timesheet, no TCD's required.

Q36. III Required Information, A. Minimum Requirements, Page 7

The intro paragraph states, “*The following information shall be provided in each proposal in the order listed below.*”

The Delaware Business License Number is required on our response to Attachment 2, but we are unable to locate where we should include the insurance information as it is not included within the Mandatory Submission Requirements list found on p.47. Which section of our proposal should the proof of insurance be included in?

Answer- An appropriate Certificate of Insurance and current Delaware business license is a requirement prior to contract award for the vendor selected. If available during the bid submission, it can be included with your proposal response, but will not restrict consideration for award.

Q37. C. Technical Requirements of Proposed Solution, b) If the solution will not be hosted in a State of Delaware Data Center, the following are applicable, Page 11

1) Standard Practices...The State of Delaware is taking a very deliberate approach to cloud-based engagements because of concerns around the protection of our data, access control, and the lack of mature standards in the industry...

Based on this statement, is it safe to assume that a licensed software solution, hosted in the State of Delaware Data Center is the preference over a SaaS solution?

If a vendor provides both a licensed/hosted solution and a SaaS solution, does the State of Delaware want to see both options?

Answer – We are asking for estimates for both solutions and will make our decision based on multiple variables including DTI Architecture Review Board (ARB) approval.

Q38. Attachment 12, A. Minimum Requirements, Page 47

Section III.C is listed to be included in both (f) *Response to Technical Requirement* and (l) *Acknowledgement and Responses to All Requirements in Section III.C.*

Please confirm we are to provide responses to that section in two different sections of our proposal.

Answer- It is not necessary to duplicate information within your proposal. Reference to information already provided is acceptable.

Q39. Attachment 12, A. Minimum Requirements, Page 47

Per the second paragraph on the page, “*Narrative explanations are expected as to how the Vendor can meet the requirements described in RFP Section III.C – Technical Requirements of Proposed Solutions, RFP Section III.B, Attachments 13 – 16, and for each section below,*”

Attachment 16 is not included in the detailed requirements list below the paragraph. Where should Attachment 16 be included in our proposal?

Answer- RFP Attachment 16 is the guidance for *Requirements for Submission of a Data Dictionary or Data Model*. There is not a specific location of inclusion in your proposal response. Please note the second paragraph of the Attachment,

At a minimum, a data dictionary OR a conceptual data model for state-owned business data must be submitted for the project approval process. The data dictionary or conceptual data model does not have to be submitted with a vendor response to an RFP, but must be submitted once the design of the solution is complete or prior to implementation of the solution.

Q40. Appendix A, Section 1.0-General Requirements, Tab 1

Employee Groups

Please provide copies of all union contracts

Answer – Due to the large volume, and the format of the contracts, we are unable to provide copies of contracts at this time.

Q41. Appendix A, Section 1.0-General Requirements, Tab 1

Employee Groups

Please provide copies of all employee handbooks

Answer – There are no employee handbooks. Leave rules, compensation rules, pay policies are in Delaware Code and the Merit Rules. For the Initial Phase organizations, Family Court has one different leave benefit which is Compassionate Leave, they are entitled to 5 days of compassionate leave instead of the Merit /Merit Comparable of 3 days. Links to the Delaware Code and Merit rules were provided on page 6 of the RFP.

Q42. Appendix A, Section 1.0-General Requirements, Tab 1

Employee Groups

Please provide a demographic count of employees by the following:

- ***Classification***
- ***Department***
- ***FLSA status***
- ***Union***

Answer-

1. **Classification:** Counts provided, see attachment 13695-AD2, Phase 2 Counts (Q42 Pilot Class and Q42 Phase 2 Class tabs)

2. **Department:** Pilot information already provided (see Page 3 of RFP). Phase 2 counts provided, see attachment 13695-AD2, Phase 2 Counts (Q42 Phase 2 Dept tab).
3. **FLSA status:** Counts provided, see attachment 13695-AD2, Phase 2 Counts (Q42 Pilot FLSA and Q42 Phase 2 FLSA tabs).
4. **Union:** Pilot information already provided (see Page 3 of RFP).

Q43. Appendix A, Section 1.0, General Requirements, 1.3.1.3, Tab 1.0

System provides the ability to define the rules for multiple organizational levels of approvers who will take action (i.e. approve, deny, pushback, hold, etc.) on transactions based on specified variables

Is approval of time based on a slice of time or an overall timesheet approval? Or both?

Answer – Both.

Q44. Appendix A, Section 2.0-Person/Job Information, 2.3, Tab 2.0

System must support rules and processing for multiple Job employees (as identified) in all areas to include, but not limited to: Security, Workflow, Reporting, Time and Attendance, Leave and Absences, Labor Distribution.

How many employees have multiple positions? What departments are they in?

Does this requirement also mean that the employee would log time against multiple jobs/departments and each of these jobs/dept's would require separate approvers for that time?

Does all of their time need to be summarized so that the system knows where to charge OT?

Answer –

1. We have 4115 employees with multiple jobs. Some of these employees have multiple jobs in different departments, while others have multiple jobs in the same department.
2. Yes, they will require separate approvers.
3. Yes. In the case of dual employment, if OT is applicable, generally the rule is the secondary employer would be responsible for the OT regardless of where the hours fall in the pay week.

Q45. Appendix A, Section 2.0-Person/Job Information, 2.3, Tab 2.0

Multiple Jobs

How many positions can a person hold at the same time?

Answer – no limit

Q46. Appendix A, Section 4.0-Time and Attendance, 4.1.1, Tab 4.0

System allows definition of multiple rotating schedule rules and assignment of rotating schedules rules to individual or groups of employees.

Employees can be grouped by their assigned work location, agency, bargaining unit, position, job title/classification and other user-defined attributes. Multiple schedule types: System provides for varying types of schedules - 28-day, 16-week rotating, compressed, flex, 31-day, 10 month (contract pay), etc.

Can you explain the specific requirements for the Dept. of Health & Social Services as it pertains to this item?

Answer - Multiple 3-shift scheduling units (day, evening, nights) within multiple facilities, with need for day-to-day inter-unit transfers, definition of minimum coverage requirements by unit, and identification of minimum coverage deficiencies within units. Pay schedules includes seven day and 14 day pay schedules with application of pay rules consistent with the FLSA. Schedules must be posted by the 20th of the month for the following month per Collective Bargaining Agreement—and we must have the ability to print a calendar month. System must offer flexibility of start and end times with the context of the three shifts.

Q47. Appendix A, Section 6.0-Payroll Processing, 6.1.1, Tab 6.0

System provides for the ability to schedule per pay calendar or request on-demand processing and reporting of TL/TCD data to PHRST Payroll.

Is payroll processed centrally within the organization or decentralized, perhaps within departments?

Answer- Payroll processing/calculations are scheduled/processed centrally; On-demand processing is done centrally

Q48. Appendix A, Section 7.0 Technical, 7.1.3, Tab 7.0

3rd Party Interface

Please list all 3rd party systems that the time & attendance and labor, scheduling and leave & absence solutions will interface with and the purpose of each.

Answer

1. Initial Phase: DTI Planview PPS – project management data
2. Initial Phase: DelDOT Maximo – time and attendance data. This is all we know of now since the focus is on Initial Phase.

Q49. Section IV. – Professional Services RFP Administrative Information, Paragraph, A. 5. – Consultants and Legal Counsel, Page 14

The State of Delaware may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the vendors' responses. Bidders shall not contact consultant or legal counsel on any matter related to the RFP.

Is the state referring to their own “consultant” and “legal counsel” in the second sentence? In other words, is the state attempting to restrict vendors from retaining their own “consultants” and/or “legal counsel” in connection with this RFP?

Answer- To clarify, the language should read as follows: The State of Delaware may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the vendors' responses. Bidders shall not contact the State's consultant or legal counsel on any matter related to the RFP.

The cited language was not intended to act as a restriction on a bidder's access to legal counsel.

Q50. Attachment 12, Paragraph (k), Page 47

Financial information (balance sheets and income statements) for the past three years

Would the state be receptive to tax returns for the past three years in lieu of balance sheets and income statements?

Answer- Balance Sheets and Income Statements are preferred. Please see the response to question #2 regarding confidential and proprietary information.

Q51. Section 6 of Appendix 'C', Paragraph 6.2, Page 64

Any and all source code developed in connection with the services provided will be provided to Delaware, and the aforementioned right and license shall apply to source code.

Would the source code be required upfront or could it be subject to an Escrow Code agreement that would call for the release of the code only on a pre-defined contingency basis? What if the vendor is unwilling to divulge the source code except as provided for in an escrow source code agreement?

Answer – We will consider an Escrow agreement.

Q52. Section 10-Employees (of Appendix 'C'), Paragraph 10.3, Page 66

Possession of a Security Clearance, as issued by the Delaware Department of Public Safety, may be required of any employee of VENDOR NAME who will be assigned to this project.

What are the requirements of a Security Clearance as envisioned by this section?

Would the state bear the cost of securing such a clearance?

Answer- State Police/State Bureau of Investigation fingerprinting and background check. Vendor bears cost.

Q53. Section 21-Insurance (of appendix 'C'), Paragraph 21.1, Page 71.

21.1. VENDOR NAME shall maintain the following insurance during the term of this Agreement:

- a. Workers' Compensation and Employer's Liability Insurance in accordance with applicable law, and
- b. Comprehensive General Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence, and
- c. Medical/Professional Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence; or
- d. Miscellaneous Errors and Omissions - \$1,000,000.00 per person/\$3,000,000 per occurrence, or

- e. Product Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence, or
- f. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to others.

The above insurance requirements (listed under 21.1 of Appendix 'C') appear to contain a discrepancy with the insurance requirements listed on pages 7 (§IV. D. 5. f. 3.) and 28/29 (§III. A. 2.) of the main RFP document. While all the sections addressing insurance (i.e., pages 7, 28/29 and 71) of the RFP are in agreement that three (3) specific coverages are required, 21.1 (of Appendix 'C') adds Automotive Liability Insurance as an additional option to satisfy the third (3rd) coverage requirement, whereas the requirements listed on pages 7 (§IV. D. 5. f. 3.) and 28/29 (§III. A. 2.) of the main RFP document do not. Essentially, 21.1 (of Appendix 'C') gives an additional option (via the Automotive Liability insurance) to satisfy the third (3rd) insurance requirement. Given the above apparent discrepancy, what are the insurance requirements?

Answer- Automotive Liability Insurance is not applicable to this solicitation as stated in Appendix C. The minimum insurance requirements on page 7 of the RFP are correct.

Q54. Appendix B, Pricing, Price Sheet

Pricing, Hardware per Device

Is it mandatory to the project for the vendor selected to provide all the specific "hardware" mentioned? Or will the hardware be in place?

Answer- Vendor will identify hardware needed and State of Delaware will procure. It is normally our practice to have the hardware ready in time for system installation and configuration.

Q55. Section II. Scope of Services, Executive Overview, Page 2

The State is pursuing a time and attendance system utilizing a mixture of time collection devices and web-based access in an effort to improve and standardize state wide time & attendance and leave & absence data collection and management.

Do all employees have access to a computer with internet or a standalone time clock device is also required for employees to punch in/out time and book off who do not have access to a computer? Please clarify.

Answer- Yes, stand alone time clock devices are required.

Q56. Section II, Scope of Services, Organizational Statistics, Page 3

The organizational statistics table provided on Page 3

Is the count of total number of employees mentioned in the table inclusive of the number of union employees or both has to be added to get to the total number of users in scope? Please clarify.

Answer- Count of total employees includes union employees.

Q57. Section II, Scope of Services, Organizational Statistics, page 3

The organizational statistics table provided on Page 3

How many resources are responsible for managing the current process for time, attendance and leave management?

Answer –

- **Delaware Veterans Home** has twenty (20) employees responsible for managing our current process.
- **Department of Correction** has thirty timekeepers and four human resource personnel managing attendance and leave management.
- **Delaware Health and Social Services:**
 - Timekeepers = 200
 - Leave (Liaisons) = 40
 - Payroll = 4
 - Human Resources = 30
- **Department of Services for Children, Youth and Their Families** It is difficult to total the resources provided time and leave tracking because we use decentralized “time keepers.”
- **Family Court** has approximately 85 total resources (currently 40 supervisors, 10 administrative management, 33 judicial officers).
- **Department of Technology and Information** has 8 timekeepers who handle time and attendance and leave management.

Q58. Section 5. General Contract Terms, o. Vendor Activity, Page 31

No activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter.

We are a global company headquartered in Silicon Valley with operations across 5 countries. We provide our solutions and services through our secure cloud based delivery model and strive to provide a hassle free superior customer experience by taking care of all the hardware, software, hosting infrastructure, backup and disaster recovery. We undergo annual SSAE 16 audits (formerly SAS 70) which is the de-facto industry certification for service providers in the United States, and examines both the design of our internal controls, as well as the effectiveness of those controls over a long period of time. Our products are used by over 7,800 companies of all sizes worldwide to better manage workforce attendance, projects, and professional services organizations and shared services resources. As such, we request the State of Delaware to relax this requirement.

Answer –With respect to the RFP language referenced, the activity is defined as storage and transfer of data elements belonging to the State of Delaware. Agreement to these terms is required in Appendix 13 of the RFP, *Terms and Conditions for External Hosting and Cloud Providers*.

Q59. Attachment 13, Paragraph 3, Page 50

The Service Provider shall not store or transfer non-public State of Delaware data outside of the United States. This includes backup data and Disaster Recovery locations.

Can the data be transferred over secure channel to Canada data centre governed by the PIPED Act?

Answer – No. Data cannot reside outside of the United States

Q60. *Should TCD have a scheme to avoid buddy punching?*

Answer- Yes, we would be interested in scheme to avoid buddy punching.

Q61. *What are the pay periods e.g. weekly?*

Answer – Bi-weekly

Q62. *Is pay period the same for all TCD connected to a People Soft application?*

Answer – Yes, bi-weekly

Q63. *What is the minimum MTBF for a TCD?*

Answer - Since we have not previously had a statewide solution for Time Collection Devices, we do not have a minimum MTBF at this time. Therefore, we do not have a requirement for this. You may include this information, but it is not required.

Q64. *What is maximum time required to repair or replace a failed TCD?*

Answer –

- **Delaware Veterans Home** requests the maximum time to repair or replace is the next business day if call placed before 2:00 pm.
- **Department of Correction** Immediately, as the Department of Correction is a 24-hr operation.
- **Delaware Health and Social Services:** One to two business days.
- **Department of Services for Children, Youth and Their Families** We prefer that the systems installed are extremely reliable and don't fail. If that were the case, it would depend upon clarity in the contract for what equipment will be made available on site as a backup, what instructions or training is available and whether we can provide the emergency repair while preserving any warranty.
- **Family Court** N/A – will not be using TCDs.
- **Department of Technology and Information** N/A – will not be using TCDs.

Q65. *Is one People Soft application associated with each of the Phase 1 agencies?*

Answer- Yes

Q66. *Is the function of each TCD to capture hours worked only and that other employee payroll information such as vacation, sick, personal time to be collected and entered into People Soft by other means?*

Answer- No, TCD must support leave requests

Q67. Will one or more spare TCD be maintained at each of the 6 Phase 1 agencies for replacement in the event of equipment failure?

Answer –

- **Delaware Veterans Home** requests that one replacement be kept on site in the event of equipment failure.
- **Department of Correction** This would be preferable; we would need a spare at each facility.
- **Delaware Health and Social Services:** Not if replacement time is limited to one to two business days.
- **Department of Services for Children, Youth and Their Families** We prefer that the systems installed are extremely reliable and don't fail. If that were the case, it would depend upon clarity in the contract for what equipment will be made available on site as a backup, what instructions or training is available and whether we can provide the emergency repair while preserving any warranty.
- **Family Court** N/A – will not be using TCDs.
- **Department of Technology and Information** N/A – will not be using TCDs.

Q68. Will each TID be capable of printing an individual employee hours worked report for editing prior to uploading to an Agency HR processor?

Answer: Yes

Q69. Will individual employees be capable of locally printing or displaying their personal to date hours?

Answer: Yes

Q70. Must all TCD connected to an Agency HR processor display the exact same time?

Answer- Yes!

Q71. Must TCD be capable of reading magnetically encoded employee badges, if issued?

Answer- Yes

Q72. Can the RFP deadline to respond be extended to allow more time to review?

The current deadline for Bid Responses is August 27, 2013 at 1:00 pm (EST). At this time, the deadline will not be extended. Any future changes will be made available as addenda to the RFP.

Q73. Is it possible to get a Word Copy of the main document so we can redline it with our exceptions?

The RFP document will be posted in MS Word format (RFP Addendum 3) for bid response efficiency. Availability of the RFP in this format does not preclude the requirements to present exceptions to the bid solicitation as described on page 21, section IV.B.20, and requires use of Attachment 3 as instructed in the RFP document.

All posted documents associated with the Q&A period of the RFP solicitation are listed below:

- 13695-AD1 Q&A
- 13695-AD2 Phase 2 Counts
- 13695-AD3 RFP in Word Format

All other terms and conditions remain the same.

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